allworx®
communications without compromise

Allworx® VoIP Premier Phones

Award-winning phone systems for small and medium businesses

9200 SERIES

What do you want from a phone ... the ability to make **calls over the Internet** or a standard phone line? **Flexible performance** as a PBX or Key system unit? **Portability** between home, office and remote sites? Whatever you need, Allworx VoIP phones are listening . . . . . .

The phone is the part of your communication system that directly impacts your employees every day — it needs to be flexible, easy to use and productive.

Allworx provides small and medium businesses with the ability to communicate and collaborate like a large corporation.

VoIP that travels

Remote locations. With an Allworx VoIP phone and an Ethernet connection, you can:

- Be a virtual "extension" of the office.
- Talk to any office site with an Allworx system — incur NO long distance charges.
- Use your personal settings from any location.

Imagine the increased productivity!

Multi-site calling

Multi-site. With Allworx phones and an Allworx system in each of your office locations, you can:

- Incur NO long distance charges between sites.
- Merge multiple sites with one system. Transfer calls between sites — the caller will never notice.

Imagine the immediate cost savings!

Presence management

Follow-me calling at your fingertips. You can change your call routing "presence" instantly, using:

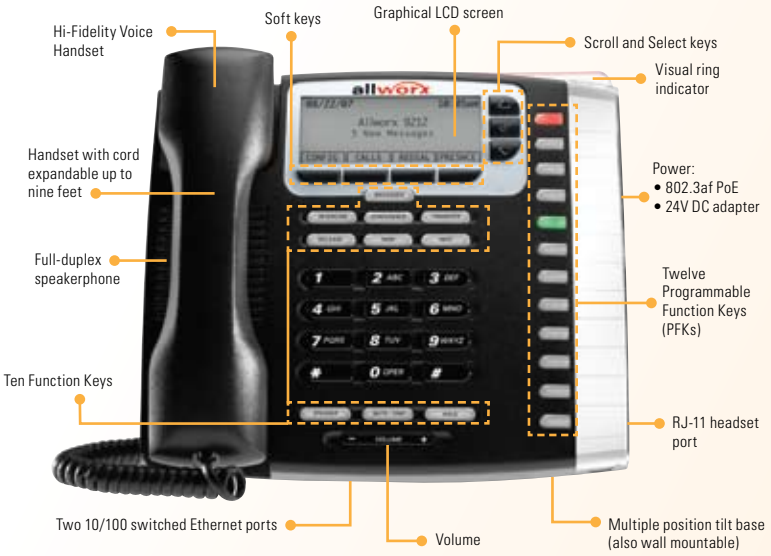
- Your phone
- Your voicemail
- Your PC

Imagine the ease and convenience!

Allworx® VoIP phones. The phones that listen.

These sleek new phones don't just look good—they meet your needs for today and prepare you for tomorrow. With Allworx phones, you hear the future.

Allworx 9212 VoIP phone



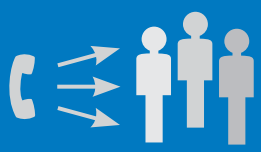
Allworx 9202 VoIP phone

Is it a PBX or Key System?

Allworx phones truly emulate both Key and PBX behavior. Set your Allworx phones to either one or mix both — it's your choice!

Key system behavior

- Push a button for a specific outside line; incoming calls illuminate that line's button.

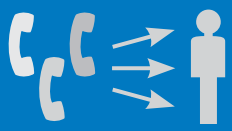


- One incoming call can go to many people.

*Features commonly found in **small business** phone systems*

PBX system behavior

- Calls are routed to an extension by a phone system (e.g. 6x, 10x or 24x) in your office.



- One person can handle many incoming calls.

*Features commonly found in **large company** phone systems*

Model 9212

The Allworx 9212 is a sophisticated and flexible top-of-the-line phone — perfect for executives, office managers, and active employees who make and receive a high volume of calls.

- 12 Programmable Function Keys
- Supports up to 12 line appearances
- Large and easy-to-read 192 × 64 display
- Gives you the power to customize the phone to your specific communication style
- Hi-Fidelity Voice Handset

Model 9202

If you want the power and cost efficiencies of VoIP but don't have a high call volume or need for call line appearances, the Allworx 9202 is just right for you. It has a sleek, compact design and is extremely easy to use. Just plug it in and start saving!

- Two Programmable Function Keys
- Supports up to two line appearances
- Large and easy-to-read 128 × 64 display
- Compact size fits neatly on your desk

The Allworx systems supercharge your phones

The Allworx VoIP phones were created by the same engineers who created the Allworx systems.

Allworx phones work seamlessly with the Allworx systems to provide a fully integrated communications solution. No matter what Allworx system you select, you get all the same great phone features and functionality.

Allworx — The best features for small and medium businesses

Call Appearance (PBX behavior)

On PBX systems, incoming calls are directed to specific extensions. Using Allworx Programmable Function Keys, you can assign keys to extensions, such as Sales, Accounting and yourself. Each key lights up as calls come in, allowing you to correctly identify and answer the calls. Call Appearance is the best choice when one person is answering many extensions.

Line Appearance (Key behavior)

In Key systems, an outside line connects directly to a phone. This approach works very well for small businesses with employees who pick up calls from any phone (e.g. "Bob, there's a call for you on Line Three"). Line Appearance gives direct access to each line independently and immediately, and is the best choice when many people handle the same call across multiple phones.

SIP (Session Internet Protocol) Appearance

Having the ability to show SIP appearance is important when using VoIP lines. With Allworx, we can distinguish specific "phone" lines used over the Internet. It behaves just like a Line Appearance – the only difference is it's a phone line connected to the Internet. Allworx makes using VoIP technology transparent to your business.

Remote Phone Capability

The Allworx phones are designed to "instantly" work as a remote phone. No technical experience is required. The Allworx phone will negotiate communications through existing firewalls and "phone home" to the appropriate Allworx server. Once connected, the remote phone behaves just like it would if located at the main office. Remote users have all the same great features – line appearances, call appearances, BLF, DSS, call queues, intercom, etc.

Busy Lamp Field (BLF)

From your phone, you can monitor the status of another phone, extension or user. Imagine having the ability to quickly see who is on the phone and who isn't. Using the 9212, you can have up to 12 different BLFs.

Hi-Fidelity Voice Handset

The 9212 and 9202 phones also include a Hi-Fidelity Voice Handset that makes your phone calls sound like the person you're speaking with is in the same room. Thanks to a greatly improved handset with exceptional static and interference eliminating capabilities, the 9200 Series phones bring voice conversations to life.

Direct Station Selection (DSS)

Automatically opens an intercom connection to any other Allworx phone. Use this feature for people you need immediate access to or for those you call often.

Call Queuing[2]

Answer incoming calls from various company queues (e.g. customer support, account payables) using the same Allworx phone for your everyday calling. The system automatically recognizes which phones are assigned and available to each queue – even remote phones!

Call Assistant[2]

Use Allworx phones in conjunction with this software tool that helps manage and distribute incoming calls. Ideal for live answer position or receptionists.

Access key information from the phone display:

- Call history
- Caller ID
- Company directory
- Redial
- Personal preferences (e.g. personal speed dials, audible dialing)
- Silent incoming calls

Feature comparison

Feature	9212	9202
Adjustable stand — wall mount	•	•
Call history / Missed calls	•	•
Caller ID	•	•
Call waiting — displays caller information on LCD	•	•
Check messages button	•	•
Conference call button — up to three callers	•	•
Distinctive ring types — distinguishes different types of calls	•	•
Do Not Disturb button — eliminates interruptions	•	•
Hi-Fidelity Voice Handset	•	•
Hold button	•	•
Info button — accesses on-screen help	•	
Intercom button — connects to other extensions	•	•
Maximum number of call appearances per phone	12	2
Mute button	•	•
One Touch Day & Night Mode	•	•
Programmable Function Keys	12	2
Redial	•	•
Release button — relinquishes line without hanging up	•	•
RJ-11 headset port	•	
Speakerphone — Full-duplex	•	
Speakerphone button — activates microphone and speaker	•	
TAPI support — integrates phone and computer[2]	•	•
Transfer call button	•	•
Visual ring indicator	•	
Multiple voicemail indicators	•	•

Allworx Phones —

Allworx phones are the most feature-rich, flexible, easy-to-use phones on the market. We're not just making broad claims — there truly are some key differences between Allworx phones and other competitive offers that provide significant benefits to small and medium businesses.

Phones that lower your costs

- **Lower purchase cost**
  The Allworx phones save you money compared to other VoIP phones that have less features.
- **No increased cost for remote phones**
  There are no additional equipment charges required to set up a phone remotely.
- **No long distance charges**
  With an Allworx VoIP phone and an Ethernet connection, you can make calls and incur NO long distance charges.
- **No site-to-site long distance charges**
  With Allworx phones and an Allworx system in each of your office locations, you can incur NO long distance charges between sites.[2]
- **Reduced wiring and installation costs**
  Our built-in switch even lets you use your PC's existing Internet connection for your phone, reducing wiring costs and installation time.

Get the features you have ... plus more

- **Three way conferencing**
  Many phones provide this feature; however, the Allworx phones allow you to conference active calls without even dialing an extension.
- **Broadcast paging**
  The Allworx phones provide broadcast paging within specified zones or to the entire company.
- **Intercom auto answer**
  Many phones have intercom capability, but no one offers an auto answer feature that allows you to answer an intercom without having to pick up the phone.
- **State-of-the-art echo canceling**
  Voice quality is critical with phones. Allworx has engineered technology into our phones that enable superior voice quality that have the experts in the industry in awe.
- **Unique remote phone capabilities**
  The Allworx phones are the only IP phones that provide BLF, SIP appearance, line appearance and more to remote users.

Key Advantages

Easiest phone to use!

- **Engineered for ease of use**
  Even though they are feature-rich, the Allworx phones are specially engineered to be easy to use.
- **Specific features easier to use**
  Features such as conference calling or voicemail are directly accessible through dedicated buttons.
- **No programming required**
  Allworx phones are truly plug-and-play. No programming is necessary by the user.
- **Easy remote set up**
  If you take the phone to a remote location, all the functions and buttons stay the same — no reprogramming needed — it's as if you were in the office.

True Key System/PBX Behavior

- Whether calls come through CO lines, T1/PRI or the Internet, Allworx has advanced technology that truly emulates key system line appearance.
- Set phones to behave like a Key or PBX system, or a mix of the two — it's your choice.

Side view of the Allworx 9212 phone.

Allworx 9212 and 9202 Technical Specifications

Overview

- Voice over Internet Protocol (VoIP) phone using SIP 2.0 protocol.
- Supports twelve telephone lines [Model 9212] or two telephone lines [Model 9202].
- Phones designed to easily integrate with Allworx servers and software options.

User configurable settings

- Audible Dialing.
- Auto on Hold.
- Auto Retrieve Calls.
- Call Time.
- Clock mode.
- Display contrast.
- Force Auto Answer.
- Hold button operation.
- Hold reminder.
- Intercom Auto Answer.
- Missed Call Tracking.
- Multiple voicemail indicators.
- Off Hook answer mode.
- Off Hook Ringing.
- On Hook Dialing.
- Paging.
- Parking Orbit Popups.
- Redial/Call Back/Call History.
- Sidetone disable.
- Ten personal speed dials from keypad (in addition to the option of assigning speed dials to the PFKs).
- Visual Message Waiting Indicator.

Administration[1]

- Access to remote Allworx phones for reconfiguring and resetting.
- Automatic software upgrades for phones.
- Automatically reassign user settings when replacing phone(s).
- Customizable templates for quick installation and configuration.
- Dialing plans support international calling.
- Factory test and diagnostics support.
- Mix PBX and Key phone functionality per phone.
- Online installation instructions.
- Programmable dialing plans downloaded to phone.
- Restrict handsets to specific user groups & calling plans.
- Select any combination of SIP line and CO line appearances for Allworx phones.
- Server commanded auto-reboot and manual reboot.
- Status logs.
- The Programmable Function Keys (PFKs) are configured specific to each Allworx phone. The following features are customizable based on end user needs:

Busy Lamp Field (BLF)	Line Appearance
Call Appearance	Parking Orbit
Call Monitor	Parking
Centrex Flash	Queue Appearance
Day/Night Mode	Redial
Direct Station Selection (DSS)	Speed Dial – Company Wide
Headset [9212]	Speed Dial – Personal
Multiple Voicemail Indicators	

- Zone paging — make intercom announcements over all Allworx phones in a specific zone .
- Music on hold — background music support. [1,3]

Functionality

- Call history.
- Call queuing — incoming calls are routed to specific handsets, calls hear a special message and are answered in consecutive order. Phones support up to ten queues.[1,]
- Centrex/CO/SIP Line flash.[1]
- Different ring types per phone.
- Directory Dialing — access all users' extensions via phone display and auto dial.[1]
- Hearing Aid Compatible (HAC) handset (meets American Disabilities Act requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids.
- High quality full duplex speakerphone [Model 9212 only].
- Missed calls record.
- Non-volatile user settings — will not lose settings if power is lost.[1]
- Presence management — view and modify Allworx presence settings from your phone, integrated with Allworx software.[1]
- Speed dials — 1,050 programmable, company-wide speed dials[1] and ten personal speed dials per user.
- Visual ring indicator [Model 9212 only] — flashing indicator is visible from all angles.

Remote user (SIP) capability

- Remote users are able to make/receive calls as if they were in office.
- Simple "plug n play" setup for remote use via Internet (Internet Call Access software option not required).
- Built in automatic authentication to Allworx server.
- Automatic NAT transversal negotiation with existing firewall at remote and main location.
- No static IP address required for remote phone.
- Remote user has all functionality of local user (e.g. Call, Line, and SIP Appearance).
- No additional software required.
- Remote phones are able to answer call queues, call monitors, parking orbits, SIP Appearance, and Call or Line Appearances from main office.
- System administrator can change settings & reboot remote Allworx phones without being at remote location.

Phone buttons

- *Conference* — Supports 3-way conference calling. Note: Conference center software option provides additional conference calling capabilities (Allworx 24x – four 8-way conference bridges, Allworx 6x – one 8-way conference bridge)[2]
- *Do Not Disturb (DND)* — Phone will receive no calls (calls follow current presence routing). Also, pressing DND for 3 or more seconds allows user to switch their Presence.
- *Hold* — Puts active caller on hold at handset location
- *Info* [Model 9212 has Info Button, Model 9202 accesses Info using Programmable Function Key]. — Displays context sensitive information about all buttons on the phone, including Programmable Function Key settings and personal speed dial information.
- *Intercom (station to station intercom)* — Initiate a call to another Allworx handset.
- *Messages* — Used for fast access to the message center; this button is illuminated RED if new voicemail messages have arrived.
- *Mute* — Turns off the microphone of the speakerphone, handset, and headset.
- *Park* — Dedicated park button allows active callers to be placed in a parking orbit.
- *Programmable Function Keys* — 12 illuminated PFKs [Model 9212] or two illuminated PFKs [Model 9202]. Used for any combination of Call Appearance, Line Appearance, SIP Appearance, call queuing, call monitors, Centrex flash, parking orbits, headset, speed dials (personal and company), direct station selection, busy lamp field, redial, and info.
- *Release* — Ends call or disconnects call leg or cancels current operation.
- *Transfer* — Allows for both attended and unattended (blind) transfers.
- *Volume* — Volume control for full duplex speakerphone, handset, headset and ringer.
- ***4 soft keys*** on the 9212 and ***3 soft keys*** on the 9202 which have different functionality based on operation selected via display.
  - Two arrow buttons: used for scrolling up and down the menu via display
  - Enter button: used for selecting options or settings via display
- *PFK labels* for easy reference [Model 9212 only].

Display and design

- Caller ID — shows name and phone number of incoming caller (as available).
- Case is sturdy textured black ABS plastic.
- Date/Time display.
- Displays multiple simultaneous calls — scroll between calls on hold.
- Handset cord expandable up to nine feet.
- Large graphical LCD screen provides scrollable information.
  - Resolution: 192 × 64 pixels [Model 9212]
128 × 64 pixels [Model 9202]
  - Dimensions: 3.4" × 1.4" [Model 9212]
2.24" × 1.25" [Model 9202]
  - Font size: 8 pt and 12 pt
  - Number of lines: up to eight lines of text
- Phones only available in black.
- Four dynamic soft keys on the Allworx 9212 and three soft keys on the 9202 allow users to scroll up/down and make selections throughout the user menus.
- Two clocks — Call Timer and Time of Day.

Technical specifications

- Built-in headset jack: RJ-11 [9212].
- Download firmware updates from any Allworx system.
- G.711 and G.729a audio compression.
- IP address assignment — DHCP client or statically configured.
- Quality of Service (QoS) – supports VLAN capability, Call Admission Control (CAC), DiffServ, and priority queuing.[1]
- Supports PoE 802.3af [Model 9212 only].
- Two integrated 10/100 auto crossover Ethernet switched ports.
- Wall mountable or adjustable tilt base for 9212 phone.
- Wall mountable or one-position base for 9202 phone

Electrical and regulatory information

- Power options:
  - 24V DC adapter, supplied locally at the desktop using the included AC to DC power supply.
  - Power over Ethernet (PoE) 802.3af [Model 9212 only].
- UL listed. FCC Class B.

Height and weight

- Model 9212 dimensions: 9" H × 9" W × 7.5" D (22.9 × 22.9 × 19.1 cm).
- Model 9202 dimensions: 8" H × 7.5" W × 6" D (20.3 × 19 × 15.2 cm).
- Model 9212 weight: 2.3 lb (1.04 kg).
- Model 9202 weight: 1.7 lb (0.77 kg).

Options

- Headset [Model 9212 only].

Warranty

- One year limited warranty from date of reseller purchase.

1. When used with an Allworx system.
2. Sold as an option.
3. Sold as a third-party add-on. Third-party products may be purchased separately.

allworx 300 Main Street • East Rochester, NY 14445 • Toll Free 1-866-ALLWORX • 585-421-3850 • www.allworx.com

© 2008 Allworx Corp, a wholly owned subsidiary of PAETEC Holding Corp. All rights reserved. All other names may be trademarks or registered trademarks of their respective owners.

P/N: 8520410-05